

Wireless E9-1-1 Project Status (3rd Quarter 2002)

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Description: The project manager provides the quarterly status report describing the significant activities of each deliverable and any deviation to scope, schedule, and resources. Ref: Communication Plan.

Web site address: Wireless E9-1-1 project information is posted at: <http://www.td.dgs.ca.gov/Services/911/we911>.

Summary: The third quarter of 2002 revealed the complexities of testing new wireless service provider (WSP) Phase II location technologies within the existing wire-line 9-1-1 infrastructures. At the request of the State 9-1-1 Office, the five major WSPs presented details of their Phase II solutions and all but one noted they would be delivering uncertainty and/or confidence data along with the Phase II latitude and longitude coordinates. This mandated a change in the proposed Wireless Automatic Location Information (W-ALI) display, which impacted plans for the Los Angeles region public safety answering points (PSAPs) that agreed to field wireless calls directly. Furthermore, the Los Angeles PSAP implementations had to be delayed because the two major wire-line providers of 9-1-1 services (SBC/Pacific Bell and Verizon) had not filed tariffs and received approval from the California Public Utilities Commission (CPUC), which would allow them to provide Wireless E9-1-1 (W E9-1-1) services.

As a result of the delays noted above directly impacting the Los Angeles region implementation, the State 9-1-1 Office moved planning resources into the San Francisco Bay Area region. The San Francisco Bay Area region is comprised of nine counties and approximately 120 PSAPs, almost all of which are primary PSAPs. SBC/Pacific Bell is the sole wire-line provider of E 9-1-1 network services there. Early indications are that many of the primary PSAPs in the region will be able to answer wireless calls directly to help relieve the heavy call volumes at the CHP regional call center in Vallejo. The City of San Francisco PSAP was the first in this region to answer Wireless E9-1-1 calls directly. They are now receiving about 10,000 wireless calls per month as compared to over 200,000 calls per month received at the CHP Vallejo center.

1. Wireless E9-1-1 Main Project Overview.

- **Wireless ALI Record.** A new W-ALI format dubbed "Format 92," was designed to accommodate both the Phase I data and all of the Phase II location data fields. This new format will accommodate all four Phase II data fields: latitude, longitude, uncertainty (measured in meters) and confidence (measured in %). In this format the two new fields of uncertainty and confidence were appended to the existing wire-line format so that PSAPs will be able to assess the accuracy and reliability of the latitude and longitude coordinates being delivered by WSPs.
- **GIS Policy for PSAPs.** The State has adopted a funding policy for geographic information systems (GIS) at PSAPs. Primary PSAPs that agree to answer wireless E9-1-1 calls directly qualify for GIS funds, as do all secondary PSAPs which will be receiving these calls via transfer. Funding is limited to those regions that are planned within one to two years. PSAPs in Los Angeles County and the San Francisco Bay Area regions that are scheduled to receive W E9-1-1 first will be prioritized for GIS funding accordingly.
- **ILEC Tariffs for Wireless E 9-1-1.** The State 9-1-1 Office continues to work with both incumbent local exchange providers (ILECs), SBC/Pacific Bell and Verizon, to ensure they submit Wireless E9-1-1 service tariffs to the California Public Utilities Commission (CPUC). As of September 30, 2002, neither company had filed their tariff. There is a minimum 40-day period from the date of filing, before CPUC approval can be finalized.

2. WE9-1-1 Implementation (CHP LACC & LA PSAPs) Subproject.

- **CHP LACC.** The CHP's Los Angeles Communications Center (LACC) is being prepared to accommodate W E9-1-1 calls. New E9-1-1 trunks have been ordered and their equipment has been programmed accordingly.
- **LA PSAPs.** The State 9-1-1 Office is also working with the LA PSAPs that have agreed to answer wireless E9-1-1 calls directly. The State is assisting these PSAPs with their WSP request letters, equipment, and service orders. The request letters are a requirement of the Federal Communications Commission (FCC) Order 94-102 and start a 6-month implementation time clock for WSPs. So far, about 15 to 20 local PSAPs are participating, which will lessen the call volume received by the busy LA CHP regional center.

3. WE9-1-1 Implementation (SF Bay Area Region) Subproject.

- **SF CECC Status.** As of June 2002, all WSPs had cut over to Phase I service at the San Francisco Consolidated Emergency Communications Center (SF CECC). SF CECC has delayed their Phase II cut over until more is known about all of the different WSP Phase II solutions from the LA implementations.
- **CHP Vallejo Communications Center.** The State 9-1-1 Office has committed to fund needed E9-1-1 upgrades at the CHP Vallejo Communications Center and seven other regional CHP communications centers in California. There can be no Wireless E9-1-1 service at these CHP centers until their phone systems are enhanced to become E9-1-1 capable.
- **Other Bay Area PSAPs.** The State 9-1-1 Office has begun soliciting Bay Area PSAPs to participate in the Bay Area Region implementation. Email distribution lists have been updated and the initial contacts made.

4. Monthly meetings. The State hosts an open meeting on the second Friday of each month at the Telecommunications Division in Sacramento. Contact John Marengo (9-1-1 Office) at john.marengo@dgs.ca.gov for further information.